

P20419.A02



2642
6
BT

01-37-03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert BUSHEY et al.

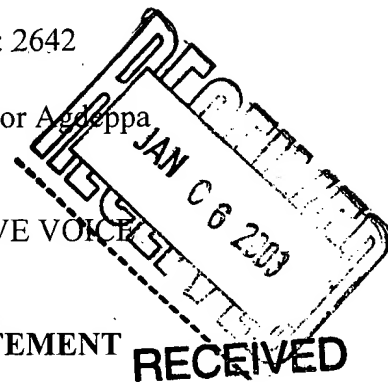
Group Art Unit: 2642

Appln. No. : 09/917,746

Examiner: Hector Agdeppa

Filed : July 31, 2001

For : TELEPHONE CALL PROCESSING IN AN INTERACTIVE VOICE
RESPONSE CALL MANAGEMENT SYSTEM



SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner of Patents
Washington, DC 20231

RECEIVED
JAN 08 2003

Technology Center 2600

Sir: _____

In accordance with the duty of disclosure under 37 C.F.R. § 1.56, § 1.97-1.98, and supplemental to the Information Disclosure Statement filed in the instant application on October 31, 2001, applicants call the following documents, which were cited in an International Search Report dated December 17, 2002 for corresponding International Application No. PCT/US02/21304, to the Examiner's attention:

U.S. Patent Application Publication No. 2002/0076032 to RODRIGUEZ et al., published on January 20, 2002; and

U.S. Patent Application Publication No. 2001/0014146 to BEYDA et al., published on August 16, 2001.

The category of relevance and pertinent portions of these documents are as noted on the attached copy of the International Search Report.

P20419.A02

Applicants respectfully request that the Examiner consider the above materials and cite the patent documents. Copies of the above-noted documents are attached and have been listed on a PTO-1449 Form which is also attached. Accordingly, the Examiner is requested to initial the appropriate spaces on the attached PTO-1449 Form and to return a copy of the Form to applicants with the next official communication in the present application to confirm consideration of these documents.

Applicants note that an Office Action on the merits has not yet issued in the instant application, and thus, no fee is necessary to ensure consideration of this statement. However, if an Office Action has issued and is crossing in the mail with this statement, the Commissioner is hereby authorized to charge Deposit Account No. 19-0089 any fee necessary to ensure consideration of the submitted materials.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully submitted,
Robert BUSHEY et al.

Will. E. Lytle Reg. No. 41,568

Bruce H. Bernstein
Reg. No. 29,027

December 31, 2002
GREENBLUM & BERNSTEIN, P.L.C.
1941 Roland Clarke Place
Reston, VA 20191
(703) 716-1191